

DEPARTMENT OF PUBLIC SOCIAL SERVICES

ADMINISTRATIVE DIRECTIVE



NUMBER	DATE
4659	7-23-07

SUBJECT: HOMELESS INDICATOR

REFERENCE: None

CANCELS: None

CANCEL DATE: None

REFER TO: CalWORKs Policy
Section 44-211.5

SPECIAL ATTENTION:

[X] CalWORKs

[X] Homeless Case Management

[X] GAIN

REPORT REQUIRED: [X] NO

SURVEY REQUIRED: [X] NO

I. PURPOSE/BACKGROUND

This Administrative Directive (AD) provides new policy and LEADER instructions to CalWORKs eligibility and Homeless Case Management district staff on the implementation of the LEADER Homeless Indicator. Currently, LEADER does not track approved homeless cases via a Homeless Indicator switch. The new procedures and LEADER enhancement will facilitate communication between LEADER and GEARS to prevent homeless participants from being GAIN sanctioned. In addition, LEADER will now track homeless cases, as well as applications for homeless assistance.

District Directors must ensure that this AD is reviewed with all appropriate staff.

II. KEY POINTS

- The **Case Address** screen in **Data Collection** now contains mandatory fields: "*District Office Address [Y/N]*" and "*Is this a Permanent Address [Y/N]*". Whenever changes or updates are made to the **Case Address** screen, the user will be prompted to complete the mandatory fields. Eligibility staff will be required to review the homeless definition whenever there is a change of address to ensure the identification of all homeless families.
- The **Case Address** screen in **Data Collection** has been modified to ask "*Are you Homeless [Y/N].*"
- The "Present Housing" box of the CalWORKs Homeless Assistance tab in the Homeless Assistance Information screen of Data Collection has been modified to allow the user to enter a maximum of seven (7) days.

II. **KEY POINTS** (Continued)

- LEADER and GEARS will now communicate via a two-way interface transaction: the Homeless Indicator. LEADER will send a Homeless Indicator to GEARS to prevent homeless participants from being GAIN sanctioned. GEARS will be able to send the Homeless Indicator back to LEADER indicating that the participant has become or is no longer homeless.
- The Homeless Indicator will serve to track homeless cases.

III. **POLICY**

Thus far, it has been difficult to track homeless cases because LEADER did not have a functionality to do so. With the implementation of the LEADER Homeless Indicator, it will be possible to track approved Homeless cases by making "District Office Address" mandatory and defaulting the field "Is this a Permanent Address [Y/N]" to "N" when a "Y" is entered for the field "Are You Homeless [Y/N]" in the **Case Address** screen. By making these fields mandatory, the user will be prompted to complete these fields whenever information is changed or updated in the Case Address screen. To ascertain that all CalWORKs homeless families are properly identified, eligibility staff will review the homeless criteria with the participant whenever a change of address is reported.

In addition, the Homeless Switch will allow communication between GEARS and LEADER via a two-way interface transaction. Currently, LEADER sends to GEARS a "C" Case Address record when a user updates or changes the participant's address in the Case Address screen. However, with the new enhancement, GEARS will now require LEADER to send a Homeless Indicator to GEARS to prevent homeless participants from being sanctioned. GEARS will also be able to send the Homeless Indicator back to LEADER indicating that the participant has become or is no longer homeless.

IV. **PROCEDURES**

A. **Eligibility Staff**

DATA COLLECTION

In the **Case Address** screen, the "Are You Homeless [Y/N]" and "Is This A Permanent Address [Y/N]" are now mandatory fields. LEADER will automatically update the Case Address field to the district address when "Y" is entered in the field "Are You Homeless [Y/N]."

1. Completes the **Case Address** screen whenever a change of address occurs. Every time changes or updates are made on the "Are You Homeless [Y/N]," the "Is This A Permanent Address [Y/N]" field will automatically default to "Y" or "N."
 - a. A mandatory pop up message window will come up when changes are made on the **Case Address** screen. This message will pop-up once the user attempts to exit and/or save the **Case Address** screen.

IV. PROCEDURES (Continued)

A. **Eligibility Staff** (Continued)

DATA COLLECTION (Continued)

2. Enters a value of "Y" or "N" in the **Case Address** screen for the field "District Office Address [Y/N]." When entering a "Y" in the field "Are You Homeless [Y/N]." LEADER will automatically default an "N" for the field "Is This a Permanent Address [Y/N]." When entering an "N" to the field "Are You Homeless [Y/N]." LEADER will automatically default a "Y" for the field "Is This a Permanent Address [Y/N]."
 - a. When an "N" is entered in the field "Are You Homeless [Y/N]." LEADER will automatically default a "Y" for the field "Is This a Permanent Address [Y/N]."
 - b. When a "Y" is entered in the field "Are You Homeless [Y/N]." LEADER will automatically default an "N" value for the field "Is This a Permanent Address [Y/N]."
 - c. When changes are updated on the **Case Address** screen, LEADER will display the message **"You have made changes to the Case Address screen. Please update the Homeless Assistance Summary screen and the Shelter Utilities Expense screen."**
 - d. If GEARS sends LEADER a transaction file with Homeless Indicator "Y", LEADER will populate the Homeless Indicator "Y" value into the **"Are you Homeless [Y/N]"** and it will populate "N" value for "Is This A Permanent Address [Y/N]" in **Case Address** screen.
 - e. If GEARS sends LEADER a transaction file with Homeless Indicator "N", LEADER will populate the Homeless Indicator "N" value into the **"Are you Homeless [Y/N]"** field and it will populate "Y" value for "Is This a Permanent Address [Y/N]" in **Case Address** screen.

AUTHORIZATION

1. Enter case comments on the Case Comments screen in the Data Collection subsystem.
2. Run SFU/EDBC.
3. Review the Authorization & Wrap-up screens and authorize case.

INTERFACE

1. Currently, LEADER sends to GEARS a **"C"** Case Address record when a user updates or changes the participant's address in the **Case Address** Screen. With the current enhancement, GEARS will now require LEADER to send a Homeless Indicator to GEARS to prevent homeless participants from being GAIN Sanctioned. GEARS will be able to send the Homeless Indicator back to LEADER indicating that the participant has become homeless or is no longer homeless.

IV. PROCEDURES (Continued)

A. **Eligibility Staff** (Continued)

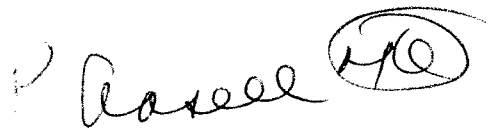
INTERFACE (Continued)

This process will be a two-way interface transaction update between LEADER and GEARS – the Homeless Indicator.

When the indicator flag is updated by the user or by GEARS with a “Y” in the “Are you Homeless [Y/N]” field, LEADER will send GEARS a message that will do the following:

- Automatically terminate open non-compliances and generate an alert to the GSW;
 - Automatically close/deny all pending recommended sanctions and generate an alert to the GSW;
 - For participants who are already sanctioned, automatically lift the sanction and generate an alert to the last GSW on record;
 - Automatically block the initiation of noncompliance for three months from the date the indicator was updated to indicate homelessness; and
 - Automatically send a new alert to the GSW when the Homeless Indicator flag has been on “Yes”.
2. LEADER receives a file from GEARS with updates or changes to the Case Address information containing Permanent Address and Homeless Indicator information. LEADER will populate the value of the Permanent Address into “**Is This A Permanent Address [Y/N]**” field in the **Case Address** screen and the value of the Homeless Indicator in the “**Are you Homeless [Y/N]**” field in **Homeless Assistance Information** screen. Whenever LEADER receives a transaction type file from GEARS, LEADER must follow the logic mentioned in the Data Collection section of this document. GEARS updates LEADER through a transaction “Address Change” file.

Questions regarding this release may be directed by Administrative staff to CalWORKs Program Section at (562) 908-6336.



PHIL ANSELL, DIRECTOR
BUREAU OF PROGRAM AND POLICY

PA:CL:JS:le

LISTS I, II, III, & IV

CLEARANCE/APPROVAL:

[X]BAS [X]BCTS [X]BPP [X]BSO [X]BWS